



Dakota at Home

Program Evaluation



Summary



Dakota at Home is South Dakota's Aging and Disability Resource Center (ADRC)

- Single, statewide ADRC
- Administered by the Department of Human Services, Division of Long Term Services and Supports

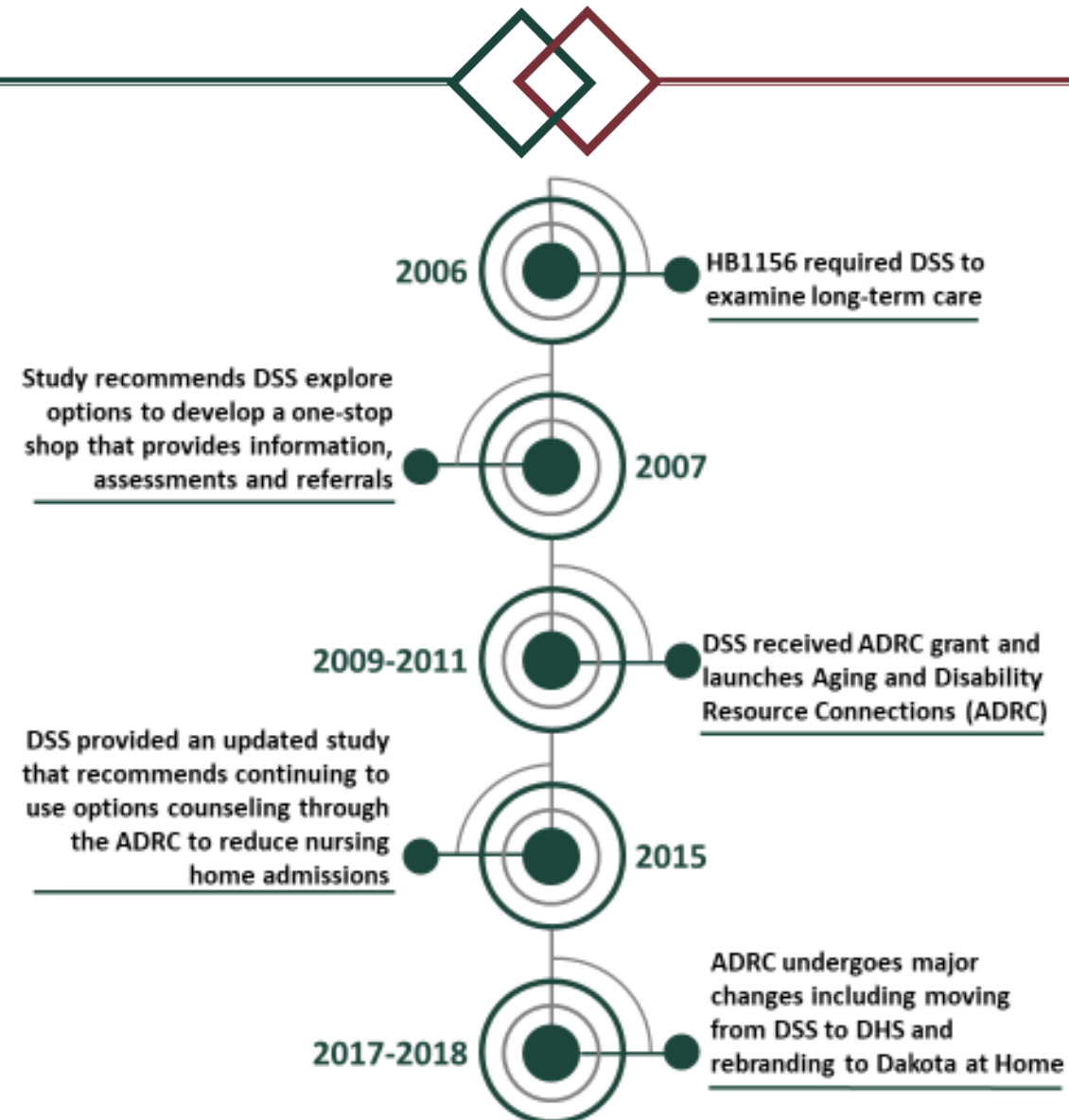
Summary



Dakota at Home/ADRCs provide:

- **Information** about long-term services and supports
- **Referral** to long-term services and supports
- **Assessment** of need for long-term services and supports
- Maintain a statewide Resource Directory for long-term services and supports

ADRC/Dakota at Home Timeline



Scope of Work



Question 1: Does Dakota at Home align with best practices and standards for aging and disability resource centers for assisting clients through options counseling, benefits counseling, referral, and planning for future needs?

Question 2: Does Dakota at Home align with best practices and standards for aging and disability resource centers for assisting clients to access services through eligibility screening, programmatic eligibility determination, and availability of services?

Question 3: Does Dakota at Home effectively reach target audiences to promote awareness of the program?

Evaluation Process



Identified national best practices and standards and analyzed Dakota at Home utilizing the following standards:

- Streamlined Access to Long-Term Services and Supports
- Personalized Counseling and Planning
- Public Outreach and Marketing
- Stakeholder Involvement
- Quality Assurance and Continuous Improvement

Evaluation Findings



The program evaluation identified the following 5 findings:

1. DHS does not track or report costs specifically for the Dakota at Home program;
2. DHS does not use Medicaid Administrative Federal Financial Participation (FFP) for Dakota at Home/ADRC, which provides a 50% federal match rate for eligible ADRC services and activities;
3. DHS is utilizing outdated policies and procedures and does not have a formalized training plan in place for Dakota at Home staff;
4. DHS does not utilize surveys to gauge consumer satisfaction with Dakota at Home services; and
5. DHS has limited access to the data collected by their Dakota at Home IT system.

Finding One



Finding

The Department of Human Services does not track or report costs specifically for the Dakota at Home program.

Recommendation

The Department of Human Services should assign a budget center specific to Dakota at Home.

The Department does not agree with this finding.

Finding Two



Finding

The Department of Human Services does not utilize Medicaid Administrative Federal Financial Participation (FFP) for Dakota at Home/ADRC, which provides a 50% federal match rate for eligible ADRC services and activities.

Recommendation

The Department of Human Services should work with the Department of Social Services, the state's Medicaid agency, to establish an agreement to submit claims for the Dakota at Home/ADRC Medicaid administrative activities.

The Department agrees with this finding.

Finding Three



Finding

The Department of Human Services is utilizing outdated policies and procedures and does not have a formalized training plan in place for Dakota at Home staff.

Recommendation

The Department of Human Services should update its policies and procedures and pursue additional training for Dakota at Home staff.

The Department agrees with this finding.

Finding Four



Finding

The Department of Human Services does not utilize surveys to gauge consumer satisfaction with Dakota at Home services.

Recommendation

The Department of Human Services should conduct a comprehensive survey to gauge consumer satisfaction regarding the services provided by Dakota at Home and utilize those results to enhance service delivery.

The Department agrees with this finding.

Finding Five



Finding

The Department of Human Services has limited access to the data collected by their Dakota at Home IT system.

Recommendation

The Department of Human Services should work with their IT system vendor to obtain better access to their data.

The Department agrees with this finding.

Evaluation Limitations



1. Limited access to or lack of data from primary sources.

- Department of Human Services staff were unable to provide certain data that was requested due to IT system limitations, including an inability to capture the data or the inability to access the data in a usable format. This lack of access to primary source data hindered LRC staff's ability to conduct an independent analysis on requested datasets.

2. Inability to shadow Dakota at Home staff during the intake process.

- LRC staff were not allowed to shadow Dakota at Home staff. DHS cited the confidential nature of information obtained during calls as the reason that LRC staff were denied requests to conduct shadowing or "on-site" visits of the Dakota at Home call center.